

# TRAINING MANUAL

**“PS EMMYLOU”**  
Echuca, Victoria, Australia



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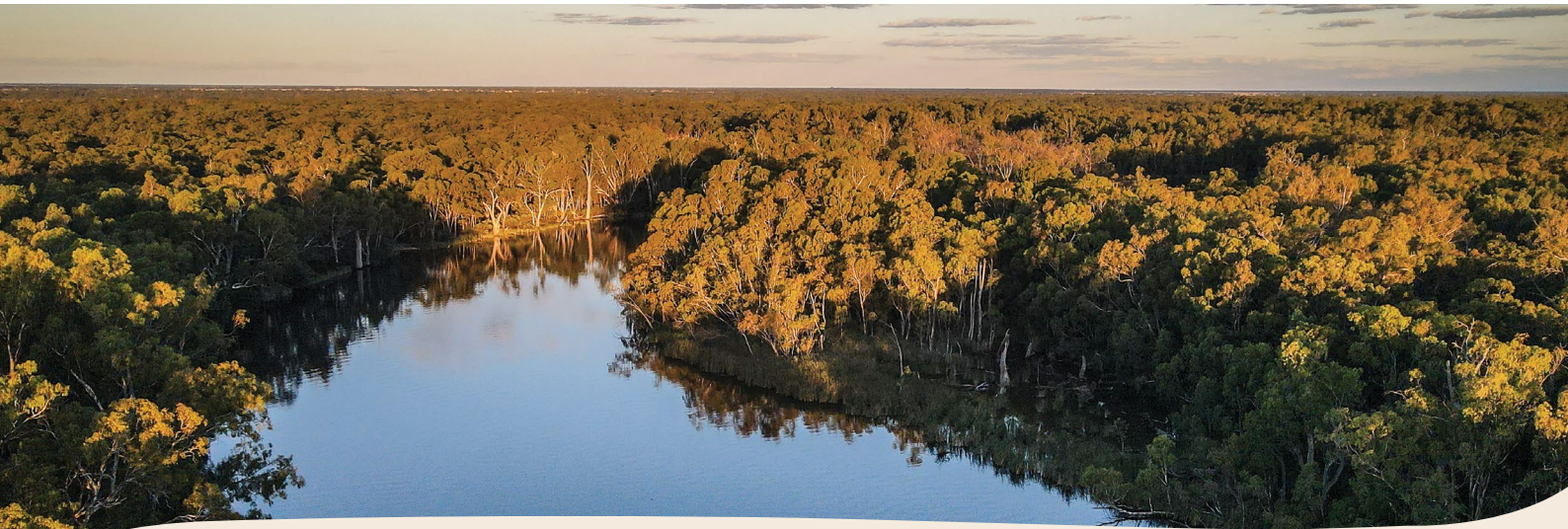
Please enjoy learning about Murray River Paddlesteamers.  
The ultimate in River Cruising Luxury - an unforgettable experience!  
**- THE TEAM AT MURRAY RIVER PADDLETEAMERS.**

## GLOSSARY

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## WHERE IS THE MURRAY RIVER LOCATED?



- Murray River Paddlesteamers is located north of Melbourne. By car from the central business district 2.5 hours and Melbourne Airport 2.0 hours. By train from Melbourne central business district's Southern Cross Station, takes 3.0 hrs.
- Echuca is a historical Australian township in Northern Victoria and lies on the Murray River facing its sister city, the township of Moama, located in New South Wales.
- Echuca is known as Australia's paddle steamer capital with stunning natural Australian bush scenery and native animals both onshore and on the river to tantalise the nature lover.
- Experience stunning weather year-round, with something special to offer in every season. In summer, enjoy beautiful warm days and balmy evenings. In winter, snuggle up with our cozy campfire blankets and wake up to the mesmerising sight of mist lifting from the river. Each season provides unique experiences for your clients, accompanied by a captivating narrative that unfolds with every bend of the river during cruise time.



## OUR VESSEL, PS EMMYLOU

We are proud to provide an authentic and niche experience aboard our luxury paddlesteamer, PS Emmylou.

- PS Emmylou is 30 metres long and 10 metres wide which spans over 2 decks with stairs on either side of the vessel - page 7 provides a diagram of each deck:

### **Main Deck**

- Engineers open viewing wood fired steam engine and the Saloon Dining Room, 1 x Queen Cabin and below deck staff quarters.

### **Deck 1**

- Emmylou Suite, 2 x Queen Cabins, 2 x Double Cabins, 2 x Twin Cabins and expansive areas for seating and relaxation.

- Your guests will embark on a journey of river cruising with the PS Emmylou-a vessel that not only carries a name steeped in heritage and pride, but also represents luxury on the iconic, Murray River - the third longest navigable river in the world after the Nile and Amazon Rivers



# OUR ITINERARIES



## WE OFFER 3 ITINERARIES ABOARD PS EMMYLOU:

### 3 NIGHT 'DISCOVERY CRUISE'

**Cruise departs** every Friday from Echuca Wharf at 4.00pm

**Cruise disembarks** the following Monday to Torrumbarry Weir at 9.30am (a coach is provided for transfer back to Echuca)

### 4 NIGHT 'EXPLORER CRUISE'

**Cruise departs** every Monday from Torrumbarry Weir at 4.00pm (a coach is provided for transfer to Torrumbarry)

**Cruise disembarks** on the Friday at 9.30am Echuca Wharf

### 7 NIGHT 'ALL THE RIVERS RUN CRUISE'

**Cruise departs** every Monday from Torrumbarry Weir at 4pm (a coach is provided for transfer to Torrumbarry)

**Cruise disembarks** the following Monday at 9.30am Echuca Wharf.

Deposit required of \$400 per person

Full Payment required 90 days prior to departure  
SOLO FARE 60%.

For full terms and conditions,  
please visit our website.



## WHAT IS INCLUDED IN THE FARE PRICE?

Queen/Twin/Double Share Cabin, Emmylou Suite accommodation all with their own individual key access.

### Room Amenities:

- 2 Bottles of water on day of departure (thereafter this is provided free of charge from the Saloon Dining Room)
- Torch
- Insect Repellent
- Tissues
- Soap, Shampoo and Conditioner

Return Coach Transfers from our Echuca partner hotel, Echuca train station or our local car parking facility to the vessel on day of embarkation and disembarkation

All regionally inspired meals - Breakfast, Lunch and Dinner - being A-la-carte.

Selected wine and beer provided during dinner service only. Beverages are available for purchase throughout the journey with Cabin chargeback provided

Morning and Afternoon Tea

Complimentary Barista Coffee, Fine Teas, soft drink and water

Premium on-shore Guided Tours

Complimentary WI-FI throughout the vessel and in Cabins and Emmylou Suite

All onboard gratuities

Option of country "V-Line" train, Melbourne CBD (Southern Cross Station) to Echuca Station and return

## WHAT IS NOT INCLUDED IN THE FARE PRICE?

– NOT A WHOLE LOT AS WE ARE 'ALL-INCLUSIVE!'

Alcoholic beverages outside of dinner service - chargeback facility provided

Souvenirs purchased onboard

Any souvenirs purchased during on-shore tours and excursions

**Parking - Echuca township is 3 hours maximum parking, therefore, we provide our own secure local carparking location at a low cost of \$30 per day per vehicle for your clients convenience**



# OUR CABINS



**TWIN CABIN 6 M<sup>2</sup>**



**QUEEN CABIN 6.55 M<sup>2</sup>**

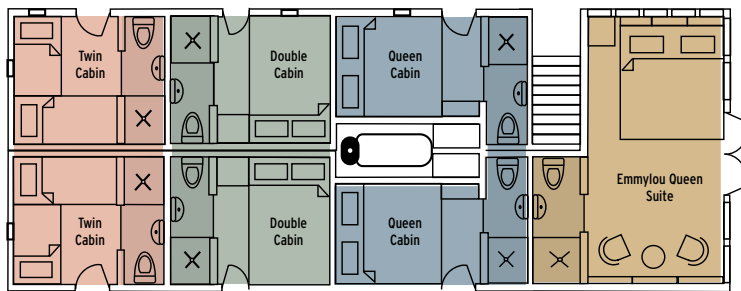


**DOUBLE CABIN 6 M<sup>2</sup>**

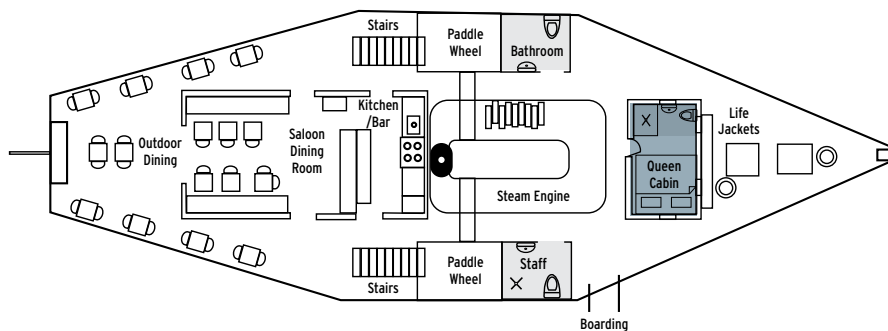


**EMMYLOU SUITE 12 M<sup>2</sup>**

## UPPER DECK



## MAIN DECK



## DOUBLE CABIN / TWIN CABIN



Double Cabin

### WE HAVE TWO DOUBLE AND TWO TWIN CABINS LOCATED ON THE UPPER DECK

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All Cabin bedding cannot be reconfigured

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Room sizing - 6.0m<sup>2</sup>

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Private ensuite with walk in shower, rain head,  
vanity, toilet, soap/shampoo/conditioner

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Luxury bed linen

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All rooms open onto the deck and provide a  
picturesque window

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One 240 volt power point is provided in the Cabin  
along with one in the ensuite

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Room refreshing:-

**3 & 4 Night itineraries** - no refresh.

**7 Night itinerary** - cabin clean and fresh towels

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Individually controlled airconditioning / heating

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WIFI available in the Cabin

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Twin Cabin





## QUEEN CABIN



Queen Cabin

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### WE HAVE TWO QUEEN CABINS LOCATED ON THE UPPER DECK AND ONE ON THE MAIN DECK

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Room sizing - 6.55m<sup>2</sup>

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Maximum 2 guests - bedding cannot be configured to twin share

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Private ensuite with walk in shower, rain head, vanity and toilet, soap/shampoo/conditioner

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Luxury bed linen

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One 240 volt power point is provided in the Cabin along with one in the ensuite

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Room refreshing:-

**3 & 4 Night itineraries** - no refresh.

**7 Night itinerary** - cabin clean and fresh towels

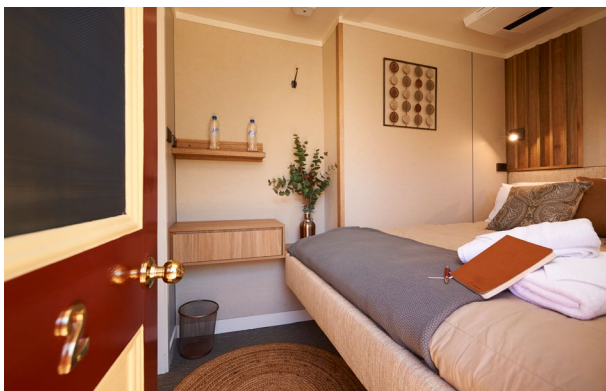
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Individually controlled airconditioning / heating

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WIFI available in the Cabin

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## EMMYLOU SUITE

### WE HAVE ONE EMMYLOU SUITE LOCATED ON THE UPPER DECK

Room sizing - 12 m<sup>2</sup>

Maximum 2 guests - bedding cannot be configured  
to twin share

Private ensuite with walk in shower, rain head,  
vanity and toilet, soap/shampoo/conditioner

Luxury bed linen

Room provides French Doors to the deck and a small  
sitting area

Three 240 volt power points are provided in the  
Cabin along with one in the ensuite

Room refreshing:-

**3 & 4 Night itineraries** - no refresh.

**7 Night itinerary** - cabin clean and fresh towels

Individually controlled airconditioning / heating

WIFI available in the Cabin

Emmylou suite seating area



## SALOON DINING ROOM

**CHARMING VENUE SERVING  
BREAKFAST, LUNCH AND  
DINNER WITH FRENCH DOORS,  
PICTURESQUE WINDOWS AND  
ALFRESCO DINING**

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Morning and Afternoon tea

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Airconditioned / Heated venue

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All cuisine is sourced locally where available

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All cuisine is cooked fresh onboard

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Provide vegetarian and gluten free options (please advise prior to departure date)

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Halal/Kosher - unfortunately we cannot offer this option

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Alfresco dining when weather permitting

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Full table service

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**Breakfast** - Continental and/or Full Breakfast options  
Open 7.30am to 9.30am

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**Lunch** - a-laCarte  
Open 12.00noon to 2.00pm (can vary depending on onshore tours)  
Fully stocked bar service

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**Dinner** - 4 Course a-la-carte including beer and wine during dinner service  
Open 7.00pm to 9.00pm  
Fully stocked bar for spirits/apertifs, optional extra with charge back available

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Located on the Main Deck

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Saloon Dining Room comes alive in the evening as the sun sets to a candle-lit restaurant complete with white linen

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Tables of either single, couples or a group - free seat dining

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## KEY SELLING POINTS

Authentic 100+ year old wood fired steam engine

Niche

Small group - Maximum 16 passengers

Fusing heritage charm with comfort

Experience Unparalleled

No blackout dates

Guaranteed departures

3.0 hours by train from Melbourne's Southern Cross Station

2.5 hours from Melbourne CBD by car

2.0 hours from Melbourne Airport by car

Featured in the box office hit movie 'All the Rivers Run'

No children allowed

Australian owned and run company

Premium onshore activities and tours

Natural wildlife to Australia's bush



## IMPORTANT INFORMATION

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Our demographic is age 50+

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No children Under 18....no kids, no crowds, no castles!

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No alcohol is to be bought onboard

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Onboard charge back facilities provided for refreshments and souvenirs

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All Cabins are maximum 2 guests. We don't offer, triple or quad accommodation

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Option of V-Line (country train) from Melbourne CBD's Southern Cross Station to Echuca and return per guest

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Included coach transfer day of departure or return to partner Echuca hotel, Echuca train station or our local carpark facility

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We provide a secure car parking facility at \$30 per day, per vehicle which can be added to the booking

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240 Volt in Cabins

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Stairs either side of the vessel. We don't provide for wheelchair bound guests due to the on-shore terrain and maneuverability around the vessel

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Complimentary Barista Coffee and teas provided free of charge throughout the journey

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Premium Onshore guided tours included

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Day 1 welcome onboard complimentary 'happy hour' of alcoholic and non alcoholic beverages by our Front of House, Captain, Engineer and Chef

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All onboard Gratuities included



## MELPFUL RESOURCES

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### Website:

<https://www.murrayriverpaddlesteamers.com.au>

The banner of our main page you will find 'General Info' and on the drop down menu 'Agent Resource Centre'.

### Here you will find:

- Training Manual of PS Australian Star and PS Emmylou
  - Digital brochure
  - Agent Booking Portal
  - Social Media tiles
  - Dropbox of photos
  - 3/4/7 night itinerary flyers
  - Charter T&C's
  - And more!
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### Our office:

#### Murray River Paddlesteamers

57 Murray Esplanade, Echuca, Victoria, 3564  
Australia

#### Reservations:

E: [info@mrps.com.au](mailto:info@mrps.com.au)

T: +61 3 5482 5244

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#### Sales, Trade and Marketing Contact:

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